

Satisfaction in the Workplace

One of the challenges managers have been facing over the past 12 months has been attracting and retaining talented employees. In the November Fast Company, Tony Schwartz wrote about "The Greatest Sources of Satisfaction in the Workplace Are Internal and External." He cites a Gallup Organization report that crunched 25 years of interviews with more than 1 million workers into the following 12 Predictors on how employees will perform in the workplace. By asking the following 12 questions of your employees, you should get a good idea of the likelihood of your employee turnover:

1. Do I know what is expected of me at work?
2. Do I have the materials and equipment I need to do my work right?
3. At work, do I have the opportunity to do what I do best every day?
4. In the last 7 days, have I received recognition or praise for doing good work?
5. Does my supervisor or someone at work, seem to care about me as a person?
6. Is there someone at work who encourages my development?
7. At work, do my opinions seem to count?
8. Does the mission/purpose of my company make me feel my job is important?
9. Are my co-workers committed to doing quality work?
10. Do I have a best friend at work?
11. In the last 6 months, has someone at work talked to me about my progress?
12. This last year, have I had opportunities at work to learn and grow?

According to the study, employees who answer "Strongly Agree" to the 12 questions were 50% more likely to work in business units with lower employee turnover, 38% more likely to work in more productive business units, and 56% more likely to work in business units with higher customer loyalty.

How do you think your staff would answer these questions? If after administrating it and you aren't satisfied with the results, call Northwood Consulting, Ltd. to talk about how we can help you retain your talented stars.